**SUMMARY**

An accomplished solution focused information technology professional with over 17+ years of diverse experience in spearheading major technology projects with competencies in project / product management, business system analysis, software architecture & development delivering solutions through all phases of the Systems Life Cycle.

* Strong expertise in delivering Digital Commerce & Loyalty, AI/Data Analytics, CRM, and ERP Integration solutions as a Senior IT **Delivery Manager, Project Manager, Team Lead, and Analyst**
* Proficient in entire spectrum of web/mobile business systems from designing, developing, testing, and deploying highly scalable enterprise software systems both On Premise and On Cloud
* Extensive experience driving strategy & roadmap discussion, as well delivering solutions using Agile and Waterfall development methodologies managing and delivering projects from project initiation to closure
* Demonstrated Project Portfolio Management (PPM) experience in estimating and executing multi-million dollar projects and solutions on time, within budget that drive revenue while improving delivery and customer satisfaction
* Expertise in managing and working with business stakeholders, product management, vendor partners, enterprise/solution architecture, and both onshore and offshore development teams
* Global Fortune 500 experience at Albertsons Companies, Hewlett Packard, Richemont, Maximus, and AT&T
* Extensive industry background in Technology, Retail, Public Sector, and Telecommunication

**KEY PROJECT ACCOMPLISHMENTS**

* Led the delivery of Seeloz’s **Supply Chain Automation Solution (SCAS)** that empowers various players across the food and healthcare value chain to leverage Artificial Intelligence (AI) in optimizing their end-to-end operations
* Led the modernization of the Albertsons Companies Web/Mobile **Digital Commerce & Loyalty** **B2C Identity and Access Management** solution from legacy Oracle Sun Identity platform to OKTA Identity & Mobility management Service (IdaaS/SaaS) in AWS cloud platform with an overall cost of $2.5M
* Managed the delivery of the **Albertsons Digital Commerce Loyalty Fuel Rewards program** that allows customers to earn rewards on grocery purchases for redemption at Albertsons Companies as well as partner fuel stations (Chevron, Shell, Sunoco) with an overall cost of $2M
* Managed the development and rollout of **Albertsons Digital Commerce Loyalty Offers program** that provides personalized offers to customers via Web & Mobile Channels for redemption at grocery stores with a cost of $3M
* Managed the implementation of **Digital eCommerce Transformation program** for Hewlett Packard (HP) Web & Mobile channels leveraging IBM Websphere Commerce integrated into SAP ERP with an overall cost of $6M
* Led the analysis and development of several **Digital eCommerce** initiatives at AT&T (<https://www.att.com>) leveraging IBM Websphere platform that included:
  + AT&T Retail Partners Digital eCommerce integration that allowed channel partners simplified access to AT&T’s ordering services resulting in 44% of increase in DSL orders online
  + Single Web Ordering Tool (SWOT) eCommerce storefront implementation for AT&T Web & Mobile channels
  + Web Recommender CRM implementation for AT&T Online channel that provided customers to receive product recommendations resulting in the optimization of the on-line sales channel by increasing the Residential and Small Business customer transactions
  + Employee Discount Online Ordering Portal that allowed AT&T employees to order products/services
  + Online Portal Redesign implementation that integrated all AT&T affiliate company web sites
* Led the analysis and implementation of Enrollment Broker (EB) **Electronic Document Management** product for several US Department of HealthCare state agencies leveraging Kofax Imaging Document Scanning & Data capture

**SKILLS AND COMPETENCIES**

* **Project Management:** MS Project 2019/Online, MS Project Server 2019/Online (Project Portfolio Management), Smartsheet, Jira/Confluence, VersionOne, HP Agile Manager v8, SharePoint 2019/Online, Proficient in PMI PMBOK and Agile Methodologies (Scrum, Kanban, Lean Startup), Leadership, Team Building, Vendor Management, Strategic IT Planning, Program & Project Management, Contract/SOW
* **Requirements Engineering:** Unified Modeling Language (UML), System Analysis & Design, Business Process Modeling, Enterprise Architect 7.1 (UML Modeling Tool), Rational Unified Process (RUP), Joint Application Development (JAD), User Acceptance, Integration and Functional Testing
* **Software Development:** Object-Orientated Analysis & Design, Enterprise Java, IBM Websphere Commerce v7, Websphere Enterprise Service Bus (WESB), IBM SAP ERP Adaptor v7, SAP ECC 6.0, IBM Websphere Application Server v7, IBM Rational Application Developer (Eclipse based IDE), Oracle WebLogic 11g, Oracle RDBMS 11g, SQL Server 2008, Pentaho ETL, Teradata v14.10 (Enterprise Data Warehouse), Windows, Linux, Unix

**PROFESSIONAL EXPERIENCE**

**Company Seeloz Inc – Santa Clara, California**

**Role Sr. IT Solution Delivery Manager**

**Period** 2018 - Present

* Collaborating with customers, sales, solution architecture and engineering teams to deliver technical solutions that are solving the most complex and challenging problems in the supply chain industry
* Working with the product as well as customer business teams to define scope and identity resources for delivery
* Building delivery schedule/milestones for several customer implementations, tracking and reporting on progress
* Leading a talented engineering team to successfully deliver projects for AI-driven Supply Chain Automation
* Managing third party system integrators in building SAP, Oracle, J.D. Edwards ERP integration adapters for Seeloz Supply Chain Automation Solution
* Providing oversight, and coordination of multiple related project activities across functional areas from project initiation through delivery
* Supporting the Product function by focusing on strategic planning and direction vetting project priorities through senior leadership

**Company Albertsons Companies - Pleasanton, California**

**Role Sr. IT Technical Project Manager** (Digital Commerce Loyalty & Marketing)

**Period** 2014 - 2018

* Directed program / project management and technical solution delivery of complex technology initiatives encompassing several Albertsons supermarket brands and partners (Chevron, Shell, Pepsi, P&G, General Mills)
* Managed $7M+ budget and cross-functional teams of 18+ developers, analyst, QA, infrastructure specialist
* Drove the high-quality completion of software architecture, development and enterprise wide implementation of Digital Commerce Loyalty product for Albertsons brands
* Planned and executed all Digital Commerce Loyalty projects based on Albertsons Project Delivery framework and established Agile Scrum methodology for software product development
* Drove program/project roadmap planning and prioritization based on strategic business and technology objectives, cost/benefit considerations, timing, and capacity across all Digital Commerce Loyalty & Marketing initiatives
* Collaborated with business teams in scope definition, determined resource requirements, project schedules, Statement of Work for vendor/contractor engagements while monitoring and controlling projects through delivery
* Defined cross-functional agile delivery teams organized by Web, Mobile, Back-end Enterprise Java Services, mentored and coached the project teams on best agile principles and practices
* Managed functional, regression and performance testing activities, in addition to supervising training and support handover of the Digital Commerce Loyalty product to production support teams

**Company Hewlett Packard (HP) – Palo Alto, California**

**Role eCommerce Project Manager** (HP Printer & Personal Systems)

**Period** 2011 – 2014

* Managed Digital eCommerce Transformation program delivery for multiple releases by managing and guiding the project teams and effectively working with vendors (IBM, TCS, CrossView) for the end-to-end delivery
* Established Agile Scrum methodology for achieving frequent and rapid delivery of new features, organized teams around three domains (Web, Mobile and Order Management)
* Led requirements gathering, technical design & documentation while leading the customization and development in Websphere Commerce, Sterling suite (Order Management & Configurator), and Integration into SAP ERP
* Defined project release schedules, monitoring and controlling changes to scope/cost/schedule, resolving roadblocks/issues with timely escalation, and communicating program release status to the leadership
* Directed the setup of infrastructure components that included IBM HTTP Servers, IBM Websphere Commerce, IBM Websphere Enterprise Service Bus (WESB), Commerce database, and SAP ERP infrastructure components
* Mentored project teams by providing them with complete knowledge about the business, project management and development processes

**Company Maximus, Inc. - Rancho Cordova, California**

**Role Senior Systems Analyst** (Health & Human Services)

**Period** 2008 – 2011

* Led the requirements analysis, design and development of the Enrollment Broker (EB) Imaging & Document Management (EDM) product for US Department of Health & Human Services for an overall cost of $2.7 Million
* Delivered high quality software development practices through establishing standards based on Rational Unified Process (RUP) and Enterprise Architect (EA) UML artifacts
* Elicited and documented product requirements from various department of healthcare stakeholders, led the development of the Use Case Model within Enterprise Architect (EA)
* Collaborated with the development team for designing top notch EDM product that incorporated UML modeling techniques as well as establishing baseline architecture
* Planned, directed & managed the project work plan for the EDM product while managing the product scope, on-going requirement changes, issues/risks and updating baselines with approved changes
* Mentored and managed junior team members, by giving constant on the job feedback and providing guidance on best practices for software development

**Company Netpace, Inc. – San Ramon, California**

**Role Technical Project Manager / Business Systems Analyst** (Richemont eCommerce)

**Period** 2006 – 2008

* Led the development and rollout of Lussori CRM product for Richemont well known for its watch brands Cartier, IWC, Panerai, and Piaget leveraging Microsoft.Net framework and Web Services
* Elicited system requirements, performed gap analysis, managed data migration and configuration
* Devised project plans/milestones for all project phases, monitored progress against agreed plans and ensured project completion within defined time/cost constraints
* Developed and executed the User Acceptance (UAT) testing plan, communicated defects to the development team and managed to resolve them quickly

**Company AT&T, Inc. – San Ramon, California**

**Role Senior Analyst / IT Team Lead** (AT&T Digital Online Services)

**Period** 1999 – 2006

* Implemented several eCommerce initiatives at AT&T that were driven to provide a single platform for customers, partners and employees to purchase products/services from <http://www.att.com> built using IBM Websphere platform
* Provided technical leadership for designing baseline architecture for the AT&T Digital Online eCommerce system exploiting the capabilities of open industry standards such as UML, J2EE and XML
* Developed functional specifications for B2C eCommerce Online Shopping to Order fulfillment, Web Recommender CRM, Employee Discount Portal (B2E), and Retail Channel Partner (B2B) Portal
* Led the technical development of user interface and server-side components using IBM Websphere for enterprise Java (J2EE) and Oracle database
* Performed upgrades to existing systems, troubleshooting software performance issues and extended technical support/guidance to users to ascertain smooth execution of software development process

**EDUCATION**

**ACADEMIC DEGREES**

**Master’s Degree in Business Administration (MBA)** **|** Southern Illinois University1999

Specialization in Management Information System (MIS)

**Bachelor’s Degree in Business Administration (Finance & Accounting)** **|** University of Nevada 1995

**PROFESSIONAL CERTIFICATES & TRAINING**

* **Project Management Professional (PMP**) | PMI
* **Disciplined Agilest (DA) |** Disciplined Agile Consortium
* **Certified Scrum Master (CSM) |** Scrum Alliance
* **Certified Scrum Product Owner (CSPO) |** Scrum Alliance
* **Agile Management: Principles and Practices** | UC Berkeley
* **Disciplined Agile Delivery (DAD) Workshop** | Scott Ambler + Associates
* **Certified Scrum Master (CSM)** workshop | Scrum Alliance
* **Certified Scrum Product Owner (CSPO)** workshop | Scrum Alliance
* **Project Management Professional (PMP) Certification Workshop |** PMI
* **Cloud Computing Fundamentals** | EMC Corporation
* **IBM Certified Enterprise Java (J2EE)** | IBM Corporation

**AWARDS & AFFILIATIONS**

* Merited with "AT&T Employee Discount Program Achievement" and "AT&T Public Site Design Project Achievement" Awards for meeting highest quality standards
* Member of Project Management Institute (PMI), PMI Silicon Valley Chapter, PMI e-business SIG, Agile Scrum Alliance, Disciplined Agile Consortium